

Trent Bridge, the home of Nottinghamshire County Cricket Club,

is looking to recruit a part-time Saturday Receptionist on a permanent basis.

Working within our existing Reception team, the successful candidate will help to

 maintain our outstanding reputation for excellent customer service.

A commitment to high standards of customer service, flexibility with working hours

and a “can do” attitude will be essential attributes.

Previous experience is not essential as full training will be given.

 Regular working hours will be six per week on Saturday.

Other hours will be variable and will include morning, evening and

weekend work to cover holidays and sickness leave.

If you would like to join us at Trent Bridge

 please email your completed application form and covering letter to:

recruitment@nottsccc.co.uk

or send it to:

The Business Support Manager,

Nottinghamshire County Cricket Club,

Trent Bridge, Nottingham NG2 6AG

Closing date for Applications is Friday 4th May 2018

Interviews will be held on Thursday 10th May 2018

No agencies please

Candidates must be eligible to work in the UK,

as a proof of eligibility check will be carried out.

**RADCLIFFE ROAD CENTRE ROLE PROFILE**

**RECEPTIONIST (PART- TIME)**

**RESPONSIBLE TO:** Radcliffe Road Centre Manager

**RESPONSIBLE FOR:** N/A

**RELEVANT GENERAL OBJECTIVES**

* Protect and enhance the Trent Bridge brand.
* Continue to develop Trent Bridge as an International ground of the highest repute.
* Support and develop the Recreational game in Nottinghamshire.

**SPECIFIC ROLE PROFILE**

* Answer the main Club switchboard in a timely and efficient manner and pass on the calls to the appropriate department.
* Greet all visitors to the Radcliffe Road Stand and ensure all queries are answered at the reception desk.
* Be fully conversant with all users and functions of the centre at various times during the working hours.
* Read the reception diary for notes and memos to sign at the beginning of every shift.
* Process payments received from users and be responsible for the daily reconciled banking sheets for Accounts.
* Complete the Accident and/or Incident Book for all events during the working hours.
* Assist with any administration work, as and when required and requested.
* Ensure that there is always a good supply of blank sheets available re Timesheets and Fax Headers.
* Be fully conversant with all emergency procedures.
* Liaise with Ground Manager and Security Staff, as and when required.
* Provide cover for the full time role, as and when required and when requested by the Radcliffe Road Centre Manager for holidays, sickness or busy times.
* Any other ad hoc duties in pursuance of the objectives, as may be required in the role, and as requested by the Radcliffe Road Centre Manager from time to time.

**MEASURABLE KPIs**

* Provide a high level of support to your line manager.
* Achieve an open and courteous working relationship with both staff and centre users.
* Receive positive feedback regarding timely answering and accurate redirection of all calls.
* Maintain accurate records relevant to finance and indoor nets.
* Create a welcoming and professional atmosphere for centre users.
* Always maintain a high level of vigilance in order to enhance the security of both customers and fellow staff.

Evaluation forms, staff and customer comments, up to date records and monitoring by Centre Manger can measure all.

**PERSON SPECIFICATION**

**Part-Time Receptionist**

**Department: Commercial – Radcliffe Road**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Experience** | - Recent experience dealing with the public in a customer service environment. |  |
| **Knowledge** |  |  |
| **Skills**  | - Able and willing to work alone, and also as part of a team.- Good communication skills, both oral and written.- Competent IT skills, to include Word, Excel and Outlook.- Able to liaise with staff/ committee at all levels. | - Shows initiative for problem solving. |
| **Qualifications** |  |  |
| **Qualities & Attitude** | - Flexibility to work weekends and evenings.- Flexibility to cover holidays and sickness.- Self-motivated.- Friendly & approachable. | - Adaptable to change.- Mature attitude. |
| **Other** |  | - Well presented, clean & tidy appearance. |



**NOTTINGHAMSHIRE COUNTY CRICKET CLUB**

#  EMPLOYMENT APPLICATION FORM

The information requested in this form is important in assessing your application. Please complete accurately and in full, using BLACK INK. Please read any information enclosed with this form before completing your application.

POSITION APPLIED FOR: **…………………………………………………………………………**

**From what source did you learn about this position……………………………………………….**

**SURNAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**FORENAMES: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CONTACT NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EMAIL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

## MOST RECENT EMPLOYER

**Name & address of most recent employer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date started: \_\_\_\_\_\_\_ Date left: \_\_\_\_\_\_\_\_\_\_\_\_\_**

 **(if applicable)**

**Reason for leaving (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How many employees do you manage: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Salary: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Other benefits: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Number of hours worked per week: \_\_\_\_\_\_\_\_**

**Period of Notice: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How soon could you be available to join us, if offered this position:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Previous employment (please start with the most recent first. Please include any temporary,

unpaid or work experience). Please continue on a separate sheet if required.

### From To Employer Name Job Title & Duties Wage/Salary Reason for

#### Month/Yr Month/Yr & Address Leaving

##### Attendance at Training Courses relevant to your employment

**Course Title Organising Body Duration Date**

##### Education – proof of qualifications may be requested at interview

### Date Date Schools, Colleges attended Qualifications gained or pending

**From To (including Part-Time) Please state subject, level & grade**

**Please give details of any dates when you would not be able to attend for an interview:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please use this space to demonstrate how you meet the specific requirements of the position you have applied for.**

**It is recommended that you use the details from the Role Profile and Person Specification to help you organise your information.**

**You should draw on your knowledge, skills and experience gained from paid work, training, domestic responsibilities, education, leisure interests and voluntary work.**

**Please continue on separate A4 sheets, if required.**

**REFERENCES:**

**Please give the names of two referees who may be contacted in respect of your application. The first should be from your current/last employer (or Head Teacher if you are a school leaver). The second should be from a previous employer (or a person you have worked for in a voluntary/unpaid capacity, or a teacher if you have no employment history).**

### Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Postcode \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Telephone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**May we contact prior to interview: Yes/No (please delete as appropriate)**

### Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Postcode \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Telephone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**May we contact prior to interview: Yes/No (please delete as appropriate)**

##### DECLARATION

**I confirm that the information provided by me on this application form is correct and gives a fair representation of my qualifications and work experience. I consent to the use of this information during the recruitment process and confirm that I am eligible to work in the UK.**

**I confirm that I have no previous convictions for any criminal matters that require declaration under the Rehabilitation of Offenders Act 1974.**

**I accept that should I not have provided full and accurate information, it could result in me not being appointed, an offer of employment being withdrawn or disciplinary action being taken against me.**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***Thank you for completing this application form***

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|  **EQUAL OPPORTUNITIES MONITORING FORM** |  |
| Please return this form with your application. It will not be used to shortlist candidates for interview and will not be viewed by the Recruitment Panel. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Nottinghamshire County Cricket Club will aspire to be an equal opportunities employer and to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, nationality, ethnic national origins, marital status, disability, sexual orientation, age, trade union activity or religious belief. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| To ensure that discrimination does not take place during the recruitment process, the Club will keep statistics for all applicants on their ethnic background, age, sex, and whether they have any disabilities. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| All personal information supplied will be used solely for the purposes stated on this form. No information will be passed on to others or used for purposes other than statistical purposes. Nottinghamshire County Cricket Club is registered under the Data Protection Act. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| We would be grateful, therefore, if you would complete the form below. |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Post applied for:** |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Where did you see this vacancy:** |  |   |   |   |   |   |   |   |   |   |   |   |   |   |  |  |
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| **GENDER:** |  | Male |   |  |  | Female |   |  |  |  |  |  |  |  |  |  |  |  |  |
| **AGE:** |  | 16-17 |  | 18-25 |  | 26-35 |  | 36-45 |  | 46-55 |  | 56-64 |  | 65+ |  |  |
|  |  |  |   |   |  |   |   |  |   |   |  |   |   |  |   |   |  |   |   |  |   |   |  |  |
| **ETHNICITY:** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **WHITE** |  |  |  |  |  | **MIXED (DUAL HERITAGE)** |  | **ASIAN or ASIAN BRITISH** |  |
| British |  |  |  |   |  |  | White & Black Caribbean |   |  | Indian |  |  |  |   |  |  |
| Irish |  |  |  |   |  |  | White & Black African |  |   |  | Pakistani |  |  |   |  |  |
| Gypsy/Romany |   |  |  | White & Asian |  |  |  |   |  | Bangladeshi |  |   |  |  |
| Other White |  |   |  |  | Other Mixed |  |  |  |   |  | Other Asian |  |   |  |  |
| Please specify |  |  |  |  | Please specify |  |  |  |  |  | Please specify |  |  |  |  |
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| **BLACK or BLACK BRITISH** |  | **OTHER ETHNIC GROUP** |  |  |  |  |  |  |  |  |  |  |
| Caribbean |  |  |   |  |  | Chinese |  |  |  |  |   |  |  |  |  |  |  |  |  |  |
| African |  |  |   |  |  | Other Ethnic Group |  |   |  |  |  |  |  |  |  |  |  |
| Other Black |  |   |  |  | Please specify |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Please specify |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Are you disabled?** | YES |   |  |  |  | NO |   |  |  |  |  |  |  |  |  |  |  |
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| **If so, are you a registered disabled person?** |  |  | YES |   |  |  |  | NO |   |  |  |
| **DECLARATION:** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| I consent to the collection, storage and use of my gender, age, ethnicity and disability details. I understand that these details will not be used as part of the selection process. I understand that any of these details will only involve producing anonymous statistics to monitor the effectiveness of Nottinghamshire County Cricket Club's recruitment process. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Signed**  |   |   |   |   |   |   |   |   |   |   |   | **Date**  |   |   |   |   |   |   |   |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| If you are applying on-line and are subsequently the successful candidate, you will be required to sign a printed copy of the Equal Opportunities Monitoring Form |